

# GO! Code of Conduct

The Code of Conduct applies throughout Europe at all GO! stations and for all business units.

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## Us



Martina Baerecke, Managing Director of GO! Express & Logistics Deutschland GmbH

Since 1984, we have had a passion for express shipping, complex customer requirements and constant availability. In 2022, as an independent express and courier service provider, we transported more than 9.7 million shipments. Every day, more than 1,400 employees and over 1,700 drivers and couriers work to give our customers a clear competitive advantage by meeting high standards. Our business customers, who primarily come from the pharmaceutical industry, the medical technology sector or the high-tech industry, appreciate our high quality standards and our service promises such as punctuality, reliability, speed and the possibility of tailor-made logistics concepts.

## Our principles

Without logistics providers like GO!, a closely interlinked economy and ensuring the availability of goods would be inconceivable. Our responsibility and commitment to sustainable logistics solutions are correspondingly great. We have therefore always been committed to achieving a balance between economic business operations and ecological management. We also support efforts to achieve social justice. It is a matter of course for us that we meet our responsibilities to our service providers and couriers on time.

## Our mission statement

We have drawn up guiding principles that apply to all companies belonging to the GO! Group that operate on the market under the GO! Express & Logistics Deutschland and Europe GmbH brand. We consider compliance with and implementation of these principles to be the basis of our cooperation and actively live by them. With our mission statement, we are creating a living foundation that will contribute significantly to the overall success of the Group through its integration into daily work.

You can find our mission statement [here](#)

## We go beyond the limits

Our service is outstanding. We advise our customers individually and honestly. The trust placed in us commits us to absolute adherence to deadlines and careful handling of our customers' property. This is the basis of our continued existence.

We talk to each other. We find solutions together, even across national borders. In all decisions, we consider the impact on our clients, partners and colleagues. Respect, collegiality, tolerance, openness, fairness and commitment are prerequisites for the success of our cooperation and essential foundations of our behaviour.



## Our social responsibility

GO! Express & Logistics takes its ecological and social responsibility seriously. We are committed to the ten principles of the United Nations Global Compact. Respecting, protecting and promoting human rights, environmental protection and business integrity are core values and self-evident core elements of our company.

The applicable law forms the binding framework for the diverse entrepreneurial activities of the group of companies throughout Europe. All employees are therefore required to identify the legal obligations relevant to them and to work towards compliance with them on a daily basis. This shapes the professional image of the company between each other, towards customers, consignors, consignees and all partners. It creates trust and the necessary confidence in our products and services, which ultimately secure our company.

Legal violations of any kind that lead to massive disadvantages for us or others, or even possible reputational damage that weakens us as a premium logistics service provider, are to be avoided. In no way is the positive attention and attitude of the public to negatively affect the attitude of customers or business partners.

The seven national subsidiaries with more than 100 GO! stations in Europe offer GO! products and services – in cooperation with partners – worldwide. All global activities are therefore subject to various country-specific and international legal regulations. Irrespective of this, all applicable legal provisions, prohibitions and obligations must be observed by the employees.

In case of doubt, lawful action always takes precedence. Every employee can rely on this

principle. It applies even in the case of conflicting instructions from a manager.

Of course, GO! can only fulfil its responsibility with the cooperation of its business partners. Our Code of Conduct is based on non-negotiable minimum standards that must be observed and complied with not only by our employees but also by our business partners. We expect our business partners to base their actions on these standards and to comply with and observe the relevant duties of care. We see the achievement of the standards set out here as a dynamic process that encourages us and others to continuously improve our processes. We aim to establish a performance- and value-oriented long-term partnership with sustainable development perspectives in all relationships. The standards are not to be seen as complete; they merely reflect the focus of the social, environmental and ethical concerns to be observed.



## Our corporate responsibility principles

### Prohibition of forced labour

We are committed to not allowing any form of forced or compulsory labour or human trafficking in our company.

### Prohibition of slavery

We ensure that all forms of slavery, slave-like practices, servitude or other forms of domination or oppression in the workplace environment – for example, through economic or sexual exploitation and humiliation – are excluded.

### Prohibition of child labour

We are committed to fair and safe working conditions, prohibit child labour and, for example, only have our employee clothing manufactured in factories that comply with at least the ILO standards of the United Nations.

### Responsibility for the protection of minors and remuneration

We protect the rights of young workers (under 18), ensuring that they only perform tasks that are not harmful to the health, safety or morals of children. All special occupational health and safety regulations shall be complied with. The tasks of young workers shall not interfere with school attendance.

The applicable national legislation on working time is complied with. Furthermore, employees receive remuneration that is in accordance with the laws applicable at the place of employment and the legally valid and guaranteed minimum income and social benefits.



### Occupational health and safety

We ensure that all employees comply with the occupational health and safety legislation applicable under the laws of the place of employment. In order to avoid health hazards, we ensure that occupational health and safety regulations are observed by and for all employees.

Managers have an important role to play in this respect. This applies in particular to the prevention of hazards caused by obviously inadequate safety standards in the provision and maintenance of the workplace, the workstation and work equipment, the lack of appropriate protective measures to avoid exposure to chemical, physical or biological substances, the lack of measures to prevent excessive physical and mental fatigue, in particular due to the unsuitable organisation of work in terms of working hours and breaks, or the inadequate training and instruction of employees.

### Prohibition of discrimination

Diversity is an asset. And in our opinion, an important driver for success. Our employees reflect the diversity of our society in small ways. This versatility – be it basic logistics training, expertise from other industries or life experience – comes together irrespective of national borders and locations and complements each individual aspect. Everyone can contribute their strengths and thus contribute to the common success – and at GO!, by the way, this is an upper limit that we have anchored in our mission statement for many years.

We create a working environment for all employees in which any discrimination against them is prohibited, for example on the basis of national and ethnic origin, social origin, health status, disability, sexual orientation, age, gender, political ideology, religion or belief, unless this is justified as part of the requirements of the employment.



## Our ecological responsibility principles

### Environmental policy

GO! Express & Logistics has set itself the goal of pursuing a sustainable environmental policy. We see environmental protection as a corporate task and are committed to the careful use of natural resources and the reduction of harmful influences on the environment.

In addition to the use of measures such as alternative drives, photovoltaics and energy-efficient lighting management, we pay special attention to the intelligent control of logistics flows. Our routing is continuously reviewed and adjusted if necessary. Three additional regional HUBs have been implemented since 2017 alone. By using the eight regional sorting centres and optimising the utilisation of our regular vehicles, which also travel directly between the locations, we are able to reduce the number of kilometres travelled per package.

With the help of artificial intelligence, including the use of real-time traffic data, we optimise the delivery processes. Modern technology supports our employees and couriers with highly complex route optimisation for sustainable route management. The courier can thus concentrate on the actual service provision.



### Environmental management

Together, we are working to provide our social contribution to sustainable business. Accordingly, we are currently implementing an environmental management system according to DIN EN ISO 14001, and GO! Germany and Regio-HUBS have already been certified. The next step is to include the entire GO! system in the certificate.





## Our business activity principles

### Fair competition

Our success is built on fair competition and on the principle of performance. Misleading or aggressive business practices are to be refrained from. We comply with the provisions of the applicable antitrust and competition law. In particular, we do not participate in agreements with competitors that violate antitrust law, do not take advantage of any dominant market position that may exist and refrain from any anti-competitive business practices.

### Prevention of corruption

We are firmly committed to fighting bribery and corruption. We also take all necessary measures to prevent money laundering within our sphere of influence.

We guarantee our suppliers economic freedom of action.

Employees must avoid situations that may lead to personal conflicts of interest. We expect dutiful conduct in the sense of strict separation of private and corporate interests.

All business relationships are based on objective criteria.



### Whistle-blower Protection Act

GO! has set up a whistle-blower system taking effect on 1 January 2023. The aim of the system is for our employees and service providers to report information about breaches of rules and abuses via the whistle-blower system. This way, we at GO! want to avoid or at least identify risks at an early stage that could jeopardise the trust of employees, customers, service providers, business partners and the public.

After all, acting lawfully and behaving ethically are an integral part of our business activities and an important prerequisite for the sustainable safeguarding of our corporate success.

### Fair dealings with contract partners and authorities

We work together with contract partners in various fields. Contracts for work and services are a common and proven instrument for this. In this case, the contract partner provides their services for us on a performance-related basis and without instructions.

We attach importance to compliance with the legally prescribed procedures in investigations and other official activities and conduct ourselves in a cooperative and transparent manner.

## Our security and information management principles

### Data protection

Equally important to us is the protection of personal data and its confidential treatment. We treat the customer and recipient data that is provided to us in order to carry out services properly with special care. It goes without saying that we comply with the legal framework in accordance with the European General Data Protection Regulation. In addition to the technical and organisational measures for data protection, every employee is obliged to protect the company's interests. For this reason, information from within and about the company is only communicated to authorised recipients. This applies to internal and external recipients. We respect the confidentiality of information and protect business documents from being viewed by unauthorised people.

### Information security

Digitisation is of great strategic importance to us for improving the dialogue with our employees and customers as well as our operational efficiency. Protecting our IT infrastructure from manipulation and unauthorised access is therefore a high priority in our company. Strict information security standards are essential for our business success, with which we protect our company's information, our customers, business partners and employees. This way, we maintain trust in our services and ensure the continuity of our business.

We have implemented a training platform that offers our employees the opportunity to further educate themselves at any time with topics such as phishing or accessing confidential company data with malware. We

recommend that every employee makes regular use of this training offer.

### Social media

Every employee represents the GO! brand even when they are not at work (e.g. in conversation with friends, acquaintances or on social media, some of whose content is publicly accessible to the entire world). Our Social Media Guidelines serve as an orientation for responsible use of social media. The recommendations mentioned there follow those of the German Association for Information Technology, Telecommunications and New Media (Bundesverband Informationswirtschaft, Telekommunikation und neue Medien e. V.) as well as our corporate mission statement and our GO! principles.

Everyone has to act on their own responsibility by carefully considering what is disseminated on social media. It should be remembered that published content can be found on the internet for a very long time – sometimes forever – and can be seen by many. One should ask oneself how the published content can be understood and perceived.

Our mission statement states: 'We are transparent ... we act honestly, thoughtfully and responsibly'. These statements must also be adhered to online. Employees who comment on the company should openly state that they work here. The first person should be used and it should be made clear that these are private opinions and not those of the company.